**JOB DESCRIPTION**

**JOB TITLE: Service Co-ordinator (Supported Living)**

**DEPARTMENT:** Supported Living Scheme

**HOURS:**  30 hours (including evenings, weekends plus occasional sleep-in duties) with 10 hours per week re dedicated management time and 20 hours providing hands on care and support, with occasional sleep-in duties and waking night duties. On-call duties.

**REPORTING TO:** Registered Manager – Care Home

**LOCATION:** The Supported Living Service is based in Poynton, but you will be required to work from other locations when required in terms of meeting the needs of the client. In addition, the post holder must be prepared to work at all of Supportability’s locations and services as required.

**TRAINING:** Full mandatory training and bespoke training will be provided.

**MAIN PURPOSE:**

The post holder will provide overall day to day management of the supported living scheme and ensure that all tasks are undertaken by the staff team and themselves within the framework of the client’s assessment, support/care plans and risk assessments. This will include taking full account of the personal wishes and preferences of the client whilst working within organisational policies and procedures. The post holder will ensure the provision of high-quality person-centred support ensuring an excellent standard of care and support whilst facilitating a full, active and rewarding life for the client.

**MAIN TASKS:**

**1. Co-ordination and line management**

1.1 To ensure that the staff team is fully conversant and remain up to date with the clients’ assessments, support/care plans and risk assessments.

1.2 To ensure that staff are regularly supervised in accordance with Supportability’s Supervision Policy and procedures.

1.3 To lead, co-ordinate and deploy staff in such a way as to ensure that the client’s needs are met, and all agreed activities are carried out in line with plans.

1.4 To ensure that duties and staff rotas, etc are fairly allocated across the staff team.

1.5 To ensure that tasks and duties are carried out by all members of the staff team to agreed standards.

1.6 To chair and deliver monthly full staff meetings allowing and encouraging all staff to contribute to the discussion, sharing any ideas and ensuring actions agreed are carried through.

# 1.7 To ensure information regarding the needs of the client are regularly updated and always available to all members of staff team.

# 1.8 To ensure that all record keeping (include finance and medication records), general administration, domestic functions are carried out efficiently and to a high standard by the staff team.

# 1.9 To liaise with the housing provider as required and ensure that the property and garden is kept in good repair.

1.10 To liaise with equipment suppliers and maintenance services as required to ensure that equipment is maintained and serviced in line with health and safety requirements.

# 1.11 To ensure quality standards are met at all times.

# 1.12 To provide regular verbal and written reports as required, and report any concerns.

# 1.13 To respond promptly and positively to complaints or feedback.

**2. Support, personal and emotional development**

2.1 To develop and maintain a sensitive, caring and supportive relationship with the client.

2.2 To promote the client’s self-esteem and emotional health.

2.3 To encourage and support the client to express their views and wishes and make real choices and decisions.

2.4 To encourage, motivate and enable the client to be as independent as possible.

2.5 To encourage and promote a ‘circle of support’ for the client, including family members, friends, advocates and professionals in helping make decisions in the client’s best interests.

**3. Personal care and support, health needs**

3.1 To ensure that the client receives all necessary advice, care and support to maintain and enhance their physical health and well-being.

3.2 To ensure all tasks are undertaken in such a manner as to respect the clients’ privacy and dignity.

3.3 To attend to the client’s intimate personal care needs including dressing/undressing, continence needs and bathing.

3.4 To assist the client in all aspects of mobility, including using appropriate equipment in line with the moving and handling risk assessments in place.

3.5 To provide health care support and monitor the health and well-being of the client at all times. This will always be in accordance with instructions and advice of appropriate personnel/professionals.

3.6 To ensure that both prescribed and over-the-counter medication is monitored in relation to adequate stock levels at all times and that it is administered and documented in accordance with Supportability’s Medication Policy.

3.7 To ensure that adequate stock levels of all other health products, client personal effects and general household supplies are kept at all times.

3.8 To prepare meals and drinks and support the client with their overall nutrition requirements.

3.9 To respond to night-time emergencies when called upon (whilst undertaking sleep-in duties).

3.10 To ensure that all domestic duties are carried out as required and maintain the highest standards of cleanliness within the client’s home, ensuring that the client is involved in such tasks wherever possible.

**4. Community, Personal and Sensory engagement**

4.1 To oversee the development of a socially valued lifestyle for the client including maintaining and developing relationships with family, relatives and friends and enabling the client to participate as fully as possible in their local community.

4.2 To facilitate access to appropriate social/leisure and educational opportunities as required.

4.3 To ensure that the client is developing and maintaining their interests, hobbies etc, within their own home working in conjunction with the Senior PA.

4.4 To ensure that the clients’ mobility vehicle is maintained and available to facilitate activities and appointments.

4.5 To accompany the client to social and leisure activities (including actively participating in regular swimming, skiing, ice skating sessions etc and other physical activities) within the community and on holidays.

**5. Professional Responsibilities**

5.1 To keep up-to-date with information, including client assessments, care plans and risk assessments and Supportability policies in general.

5.2 To liaise and work co-operatively with other professionals and family members - operating within a ‘circle of support’ around the clients.

5.5 To attend meetings, reviews and appointments on behalf of the client and/or Supportability.

5.6 To ensure that all personal information or knowledge gained is treated in accordance with the Supportability’s conﬁdentiality policy.

5.7 To always work within the Health & Safety policy and guidelines of the organisation.

5.8 To attend training as and when required.

5.9 To be available for individual or group supervision provided by senior staff or other Supportability managers.

5.10 To participate in briefings, discussion sessions and staff meetings as appropriate.

5.11 To be available to take part in the on-call responsibilities for the supported living service as appropriate.

5.12 To undertake all duties with the aims of the Supportability in mind and according to the Supportability's Equal Opportunity Policy and other Policies.

5.13 To carry out any other reasonable duties as required by line managers.

This job description will be reviewed at regular intervals in consultation with the post holder(s) and line manager.

PERSON SPECIFICATION

Service Coordinator – Supported Living

| **Essential Requirements** | **Assessment Method** |
| --- | --- |
| **Experience**  1. Three years’ experience of working in the ﬁeld of social care,  nursing or social work including two years’ experience in  supporting physically disabled and/or learning disabled  people (children or adults) in a supervisory capacity | Application form and  interview |
| **Education/training**  2. QCF Diploma/NVQ Level 3 in Health and Social Care  or its equivalent | Application form and  evidence of certificates |
| **Skills, ability and knowledge**  3. Fair and supportive attitude to co-ordinate staff team  4. Strong commitment to providing a quality service for  disabled people  5. To have a positive attitude to disabled people and to  work with people in a non-judgemental manner  6. Good communication skills - both verbal and written  (with the client/team members and other  professionals)  7. Good numeracy and literacy skills  8. Sensitivity to the needs of others  9. Ability to balance the needs of the client to lead an independent life, at the same time offering appropriate  levels of support to maintain their wellbeing.  10. Understanding of the rights of vulnerable people  including privacy, dignity, choice, fulfilment, respect and  independence  11. Understanding of adult safeguarding procedures (in house and host authority)  12. Understanding of basic food hygiene | Application form and  interview  Application form and  interview  Application form and  interview  Application form and  interview  Application form,  interview and  assessment  Application form and  Interview  Application form and  interview  Application form and  interview  Application form and  interview  Application form and  interview |
| **Work related circumstances**  13. Ability to work flexibly, including evenings, weekends and bank holidays and occasional waking nights, in accordance with staff team rota.  14. Able to undertake sleep-in duties as required  15. Hold a UK driving licence (manual gears) and be eligible to drive under the UK Motability Scheme  16. Willingness to accompany client and actively participate in physical activities such as swimming, ice skating, skiing, etc. | Application form and  interview  Application form and  interview  Application form and  interview  Application form and  interview |

**Desirable requirements**

Experience:

* Experience of supporting disabled people with complex health needs
* Experience of administration of medication and meeting clients’ health needs

The above desirable requirements would be assessed through the application form

and interview

ST/ASMay21